

TECHNICAL SERVICE POINTER

For Immediate Attention of Your Service Department

Technical Service Pointer #: W10434798

Action Required: Mandatory

Release Date: June, 2011

Laundry Products

Refrigeration Products

Kitchen Products

Brands Affected



HORIZON NEXT GENERATION STEAM DRYERS FILLING WITH WATER

Models:

WED9270XW0, 1, 2

WED9270XR0, 1, 2

WED9270XL0, 1, 2

WGD9270XW0, 1

WGD9270XR0, 1

WGD9270XL0, 1

YWED9270XW0, 1, 2

YWED9270XR0, 1, 2

YWED9270XL0, 1, 2

7MWGD9270XR0, 1

7MWGD9270XL0, 1

Serial Numbers:

All Whirlpool Horizon Next Generation steam dryers up to production week M124.

Concern:

Steam dryers are filling with water.

Cause:

Steam valve remains energized if steam cycle is interrupted (stopped, paused, or door is opened). This is a Control software issue.

Correction:

Replace the main control—order control by model number.

Until then, recommend the customer not interrupt (stop, pause, open door) any steam cycle. Once started, allow the cycle to run through until finished. If the cycle is interrupted and excessive water is found in the drum during the next cycle, unplug or disconnect power to the dryer; and then, reconnect power and use as recommended.



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<https://www.servicematters.com/>

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